

## Abstract of the Disclosure

A problem solving support system for supporting problem solving for electronic apparatus users based on user input on how to use the apparatus including an execution program which enables new functions of an electronic apparatus remotely operated by an execution processing section, and an update control section which obtains index word character strings specifying the new functions and element words related to the index word character strings from outside, matches the index word character strings with the element words, stores the obtained execution program in the execution program group storage files, and stores obtained element words in the dictionary database.